

I/DD Program Bulletin



Lunch and Learn Calls for consumers, advocates and other stakeholders are every Wednesday at 12:00 p.m.

Email questions to:

kancare.ombudsman@kdads.ks.gov

Lunch and Learn Calls for providers are Every Monday and Friday from 11:00 a.m. to 12:00 p.m.

Email questions to:

providerforum@kdads.ks.gov

Upcoming Training Schedules are available online at kdads.ks.gov under the "Provider Information" tab

Bulletin Update for January 31, 2014

- + **IDD integration into KanCare – February 1, 2014**
- + KDADS Website Improvements
- + Lunch and Learn Calls for providers
- + Lunch and Learn Calls for consumers and other stakeholders
- + Provider Capacity Survey
- + Electronic Funds Transfers
- + Information Regarding Upcoming Health Home Consumer Trainings
- + TPL Q & A document
- + Information Regarding the Provider Issues Tracking Link
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- + Sunflower Contact Information
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- + Weekly Calls with Targeted Case Managers

IDD integration into KanCare – February 1, 2014: The Centers for Medicare and Medicaid have approved the incorporation of I/DD waiver services into KanCare, click on the following link for more information:

<http://www.kdads.ks.gov/>

KDADS Website:

Bookmark this address: http://www.aging.ks.gov/HCBSPProvider/IDD_Provider_Index.htmlOngoing

KDADS has been working on updating its website to make it easier for Providers to find critical information. The website will be updated regularly, and it will include information about Policies and Procedures that are

posted for comment and review, copies of the weekly Provider Bulletins, and links to recent presentations. The website is still a “work in progress” so bear with us as we continue to make improvements over the next few weeks.

BASIS Conversion into KAMIS: The conversion load of the BASIS Assessments into KAMIS has been completed. IT is conducting quality checks of the process, but they process appears to be complete. Approximately, 26 of 214,372 assessments have errors, and IT will review them on Monday. If you have any questions or issues with KAMIS related to BASIS information, please email the HelpDesk@kdads.ks.gov.

Lunch and Learn Calls for Providers: KDADS hosts bi-weekly calls with I/DD system providers to address KanCare implementation issues. Calls are scheduled for Mondays and Fridays from 11:00-12:00 noon, we anticipate the calls will continue through the first quarter of 2014. Callers may submit questions to PROVIDERFORUM@kdads.ks.gov.

Registration for the calls is required (and must be completed by the day prior to the call) and can be completed at the following website:

http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

Call in Number: 1.866.620.7326
Conference Code: 4283583031

If you experience difficulty registering for the Lunch and Learn calls you may also register by sending your name in an email to providerforum@kdads.ks.gov

Lunch and Learn Calls for Consumers and Other Stakeholders; KDADS hosts weekly calls with I/DD system consumers and stakeholders to address KanCare implementation issues. Calls are scheduled for Wednesdays from 12:00 to 1:00, we anticipate these calls will continue through the first quarter of 2014. Callers may submit questions to kancare.ombudsman@kdads.ks.gov

Registration for the calls is required and can be completed at the following website:
http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

Call in Number: 1.866.620.7326
Conference Code: 4283583031

If you want to register for any of the calls you must do so by close of business the day before the call, on the day of the call you can still register by sending your name in an email to providerforum@kdads.ks.gov.

Provider Capacity Survey: Last week KDADS sent all CDDOs a provider capacity survey. CDDOs will be working with their affiliated providers to provide information for the survey which is due back to KDADS by February 5, 2014. As part of the effort to eliminate the waiting list for persons who are requesting additional services, it is critical that KDADS identifies our systems’ ability to serve more persons. We ask that providers assist their CDDO with completion of the survey when requested. Recognizing that some persons may cross county lines to receive services, we provided some additional guidance at the 1/23 business meeting. CDDOs should complete the survey based on the county where the person resides. If a person lives in county “A” and travels to county “B” to receive a service, the data should be captured for county “A”.

Electronic Funds Transfers (EFT’s): To help expedite payments, we want to encourage all Community Service Providers and Targeted Case Managers to work with MCOs to get set up to receive payment through EFT’s. Below is information for how to set up EFT’s with each of the MCOs.

Amerigroup

You will need to request a Registration Code for one of these two EFT services providers. To register, have your Amerigroup provider ID (or Group ID, if applicable), NPI number and Taxpayer Identification Number ready and visit either:

- ✚ The Payspan Health website at www.payspanhealth.com
- ✚ The Emdeon website at www.emdeon.com/eftsignup

United

EFT is a method of transferring funds between bank accounts. EFT eliminates the need for paper checks and improves cash flow timing.

Providers can request EFT by submitting the EFT Form which can be found on the www.uhccommunityplan.com or requested through your Provider Advocate. An EFT form will also be mailed to you with the notice that your credentialing has been completed

Providers are encouraged to return EFT forms as soon as possible to allow adequate time for processing

Sunflower

Sunflower State partners with PaySpan to provide Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) to its participating providers. EFT and ERA services help providers reduce costs, speed secondary billings, improve cash flow by enabling online access of remittance information, and provides straight forward reconciliation of payments. As a Provider, you can gain the following benefits from using EFT and ERA:

- ✚ Reduce accounting expenses – Electronic remittance advices can be imported directly into practice management or patient accounting systems, eliminating the need for manual re-keying
- ✚ Improve cash flow – Electronic payments mean faster payments, leading to improvements in cash flow
- ✚ Maintain control over bank accounts – You keep TOTAL control over the destination of claim payment funds and multiple practices and accounts are supported
- ✚ Match payments to advices quickly – You can associate electronic payments with electronic remittance advices quickly and easily

For more information on our EFT and ERA services, please visit our website at www.sunflowerstatehealth.com, contact Provider Services at 1-877-644-4623 or directly contact PaySpan at 1-877-331-7154.

Information Regarding Upcoming Health Home Consumer Trainings: Attached to this copy of the weekly bulletin is information regarding several upcoming trainings regarding Health Homes. Please take a look at the attachment. You may have a consumer interested in attending a training opportunity in your area.

Third Party Liability (TPL) Q & A Document: Attached to this copy of the weekly bulletin is a Q & A document regarding Third Party Liability. Also attached is an example letter that providers may use when writing insurance companies to request a provider denial letter. The documents are also available on the KDADS Provider Information website, under the HCBS-IDD Providers link, under “Communication.” You can access them online by following this link http://www.aging.ks.gov/HCBSProvider/IDD_Provider_Index.html.

If you have additional questions regarding TPL please contact JOsterhaus@kdheks.gov.

Information Regarding the Provider Issue Tracking Link: KDADS has developed an online Provider Issue Tracking Application where issues or concerns you are experiencing with MCOs can be posted for KDADS and the MCO to view and track. This option is available to assist you during the transition period and provides an additional outlet to the multiple provider calls, and multiple forums to have your concerns noted by the state and sent directly to the MCOs. This application is not intended to replace developing good working relationships with the MCOs. We encourage you to work through your issues directly with the provider representative of the respective MCO and utilize the grievance and appeal process.

For Provider Resources and Information, please visit the MCO websites, below.

Amerigroup- www.amerigroup.com/pages/ks.aspx

Sunflower- www.sunflowerstatehealth.com/for-providers/provider-resources/

UHC- www.uhccommunityplan.com/health-professionals/ks.html

The Issue Tracking Application is available to all KDADS providers, including those authenticated to use the KDADS Web Application. This tool is designed to replace the current notification process of issues by email and will allow KDADS to more efficiently track issues across multiple commissions to ensure timely responses to concerns. Please register for the Issue Tracking Application following the steps below. Additional training will be provided during a future Lunch and Learn Call.

Access to the Issue Tracking Log

KDADS Provider Information Page

KDADS Provider Issue Tracking

Welcome to the KDADS Provider Issue Tracking application.

Are you a KDADS Web Apps User? ☒ Yes, click this link: **Web Applications**

☐ NO, click this link: **Provider Log-in**

KDADS Provider Issue Tracking - Provider

Registration Information **Apply Changes** **Issue Tracking List**

*Sign-In Name AQUILAJORDAN First and Last Name without spaces or punctuation is preferred format.

*E-Mail Address AQUILA.JORDAN@KDADS.KS.GO **New Password** (Must be at least 10 characters (no spaces).)

*Select Your Provider Name KDADS Provider Name (if not found within list)

*First Name AQUILA *Last Name JORDAN

Address 503 S. Kansas Ave. City Topeka State KS Zip Code 66603

*Phone 785-296-0787

Share Issues With Those Listed (move from list on the left to list on the right to select)
Only users under the same Provider Name (KDADS) are listed below.

AMBER MONZON-HERNANDEZ
AMBER PURCELL
AMY HALL
AMY SMIS-SHONKA
ANGELA HAGEN

Those listed on the right column will be able to view issues posted by AQUILAJORDAN.

Provider Instructions

The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.

Each person posting an issue must first register (create a self-authenticated account or use their KDADS Web Application log-in).

Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.

When creating an account, a Provider name can be entered. This provider name can be used by others and enables the creation of a list of users for the same provider.

If you wish to share your issue with others within your Provider name, you can select them from the displayed list, after they have created an account and used the same Provider name.

If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.

An issue can only be entered and posted. Once posted your issue can be viewed, but can not be updated.

Pressing the **Post Issue** button posts the issue to the **Provider Issue Tracking Application** and notifies the **MOC (if selected) and KDADS.**

Issue Tracking Log Provider Manual

✚ This is a **Provider** Issue Tracking Log. For Consumer issues, please contact the KanCare Ombudsman at KanCare.Ombudsman@kdads.ks.gov.

✚ This will allow you to keep track of your issues in one place. Adding an issue to the tracking log will send an email to KDADS. We will review your issue and send an email to confirm receipt and to start the process to review the issue. You can log back into the Issue Tracking Log at any time and see the issues that you have posted and the ones that have been resolved.

- ✚ Please review the **Provider User Manual** to help answer any questions. Additional training will be provided during a Lunch and Learn Call.

Sunflower Training Calls: Sunflower State Health Plan continues to hold I/DD specific conference calls. Any provider who might benefit from these calls is encouraged to participate. The schedule may be found on the Sunflower website at <http://www.sunflowerstatehealth.com/for-providers/provider-resources/provider-training/>

Sunflower Contact Information: Sunflower is committed to making the implementation of LTSS services for members with IDD a success. They were recently notified that some of the care coordinators have business cards with incorrect “direct dial numbers”. The incorrect business cards had limited distribution at the TCM-Care Coordinator Summit and Open House events last week. The correct number 1-877-644-4623) for Sunflower was also printed on those business cards.

- ✚ Care Coordinators can be reached using the 1-877-644-4623
- ✚ Letters will be sent to all members that identifies their Care Coordinator and how to contact them.
- ✚ Provider information will be provided and included on the Sunflower website regarding how to contact care coordinators including an alpha list of IDD Care Coordinators with regions served and correct contact information.
- ✚ Additional information will be provided to the NurseWise/Call Center to provide members and their families with correct contact information for Care Coordinators over the weekend.

Weekly Calls with CDDOs: This week KDADS held the first of several weekly calls that will be conducted with the CDDOs. On the first call KDADS walked through responses to a Q & A document that had been submitted by the CDDOs. Calls will continue weekly on Thursday’s at 11:00. CDDOs call 1.866.620.7326 conference code 4283583031.

Weekly Calls with Targeted Case Managers: Next week KDADS will begin weekly conference calls with TCM’s. The calls will be held on Tuesday’s from 3:00 pm to 4:00 pm. TCMs should call 1.866.620.7326 conference 2850442124.